Fall 1992

A New Chapter

J.W. McConnell Building ◆ R. Howard Webster Library

Making a Library: Three Perspectives

◆

The Early Years

◆

Finding CLUES

◆

Student Service Centre: One-Stop Shopping

Concordia
UNIVERSITY

In Memoriam

The August 24th shooting on the ninth floor of the Henry F. Hall Building on the Sir George Williams Campus, took the lives of four Concordia University professors: Matthew Douglass, Michael Hogben, A. Jaan Saber and Phoivos Ziogas. Elizabeth Horwood, the secretary to the Chair of Mechanical Engineering, was also wounded in the attack, but she has since been released from hospital.
The University has established the Concordia Memorial Endowment Fund *in memory of the four slain professors.*
To make a donation, please contact the Office of University Advancement at (514) 848-4856.

Matthew McCartney Douglass

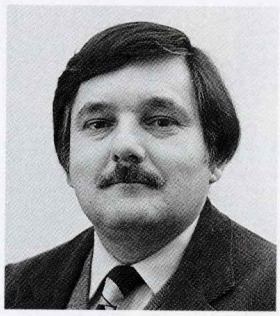
'Dr. Matt,' as he was known to his close colleagues and students, was truly loved. And he was deeply admired. Not long after the shooting that took his life on Aug. 24, a man standing outside the Henry F. Hall Building told a television reporter: "I really think he was a kind of saint."

Matthew McCartney Douglass was born in Trinidad in 1926. He earned a BEng from McGill University in 1952, after which he worked for five years in industry and public service, and nine years as an assistant professor at Howard University. He got a Master's degree in 1962 from George Washington University (D.C.) and a doctorate from Oklahoma State University in 1966, and soon after came to Sir George Williams University to teach.

Dr. Douglass was the first Chair of the Department of Civil Engineering, from 1968 to 1972, and served a second term from 1982 to 1989.

His enthusiasm for teaching spilled over into his research interests, which included computer-based learning and computer-aided analysis. He taught courses in Mechanics and Structures, and served as a consultant to the Department of Civil Engineering of the University of West Indies.

His life was rich in music, family and friends. The possessor of a beautiful singing voice, he sang in his church choir in Pointe Claire. He is survived by his wife Joyce; his children, Karen, Roy, Teri, Robin and Kimberley; and eight grandchildren.



Michael Gorden Hogben

Michael Hogben climbed mountains and tracked stars, and his hobbies mirrored the idealism and relish for challenge of his professional life.

A professor of chemistry, he crossed the artificial dividing-line between science and the arts to study the human impact of science.

As President of the Concordia University Faculty Association (CUFA), he also took great satisfaction in one of the most frustrating areas of collective endeavour: the solving of labour grievances.

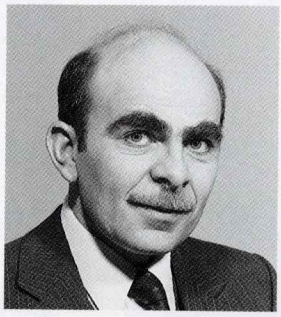
Dr. Hogben was born in Middlesex, England, in 1940 and came to Canada in 1962. He joined Loyola College in 1971, three years before the merger with Sir George Williams University.

Throughout his career, Dr. Hogben was 'a people person,' friendly, caring and deeply interested in how people are affected by their environment.

Dr. Hogben had been involved in the Concordia University Faculty Association for many years. He was CUFA secretary in 1979-80, Vice President in 1980-81, and President in 1981-82. He involved himself in the negotiating team and on the joint grievance committee.

His friend, Philosophy Professor Dennis O'Connor, described him as a source of joy as a companion, a man of great decency and principle, nurtured by a joyous family life with his wife, Margaret, and two sons, Mark and Keith.

"He was something of a hero."



Aaron Jaan Saber

Aaron Jaan Saber knew about the fragility of life. Born with a heart defect, he survived infancy thanks to his tenacious mother, and underwent open-heart surgery three times in adulthood.

Ambitious, gifted and extraordinarily productive, the professor of Mechanical Engineering seemed to be everywhere, winning awards, research grants, industry appointments and consulting contracts. Dr. Saber was born in England in 1946. His family emigrated in 1952, and he was raised in Toronto.

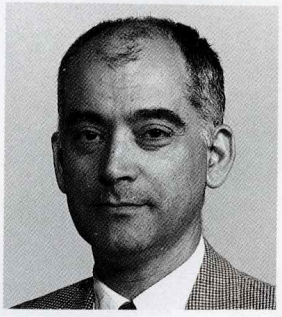
He was awarded a Bachelor of Applied Science with honours by the University of Toronto in 1969, and went to Princeton to study rocket propulsion. He stayed on at Princeton as a researcher until 1975, when he came to Concordia.

Over the years, he taught courses in many aspects of the field, including combustion, human factor engineering, organizational management, physical systems, thermodynamics, fluid mechanics and machine design.

Early in his research career, Dr. Saber worked with gases produced in coal combustion and developing alternative fuels to coal. Later, he worked on solid propellant rocket motors, and became well known in the aerospace industry.

His personal experience with buried, unexploded ordnance, led in the mid-1980s, to research into hazardous and toxic waste disposal and management.

He is survived by his wife, Sara Felsenfeld, and sons Noah and David.



Phoivos Ziogas

Electrical and Computer Engineering Professor Asim Al-Khalili had known the Chair of his Department for 11 years and called him "one of the best human beings I know."

"Very cool and calm — I'd never seen him angry in all the years I'd known him," said Al-Khalili. "And he's the only professor I know who always had lunch in the cafeteria with his students. He was there for everybody; his door was always open. You'd never know he was the boss."

Dr. Ziogas died nearly one month after being shot. He had joined Concordia's Faculty of Engineering and Computer Science as a lecturer in 1978, and became a full professor in 1986. He was made Chair of the Department of Electrical and Computer Engineering in 1989.

Dr. Ziogas, 48, earned his BSc, MSc and PhD in Electrical Engineering at the University of Toronto, graduating with his doctorate in 1979.

At Concordia, he taught two courses every year, and was an active researcher in the field of power electronics.

He was a fellow of the Institute of Electrical and Electronics Engineers, and editor of the IEEE Transactions of Industrial Electronics.

His students, especially the dozen graduate students working in the Power Electronics Laboratory in the bowels of the Henry F. Hall Building, proclaimed him to be "the best."

Dr. Ziogas is survived by his wife, Frances, and two children.

Photography

Front and back cover, page 9 (top)
Barry McGee

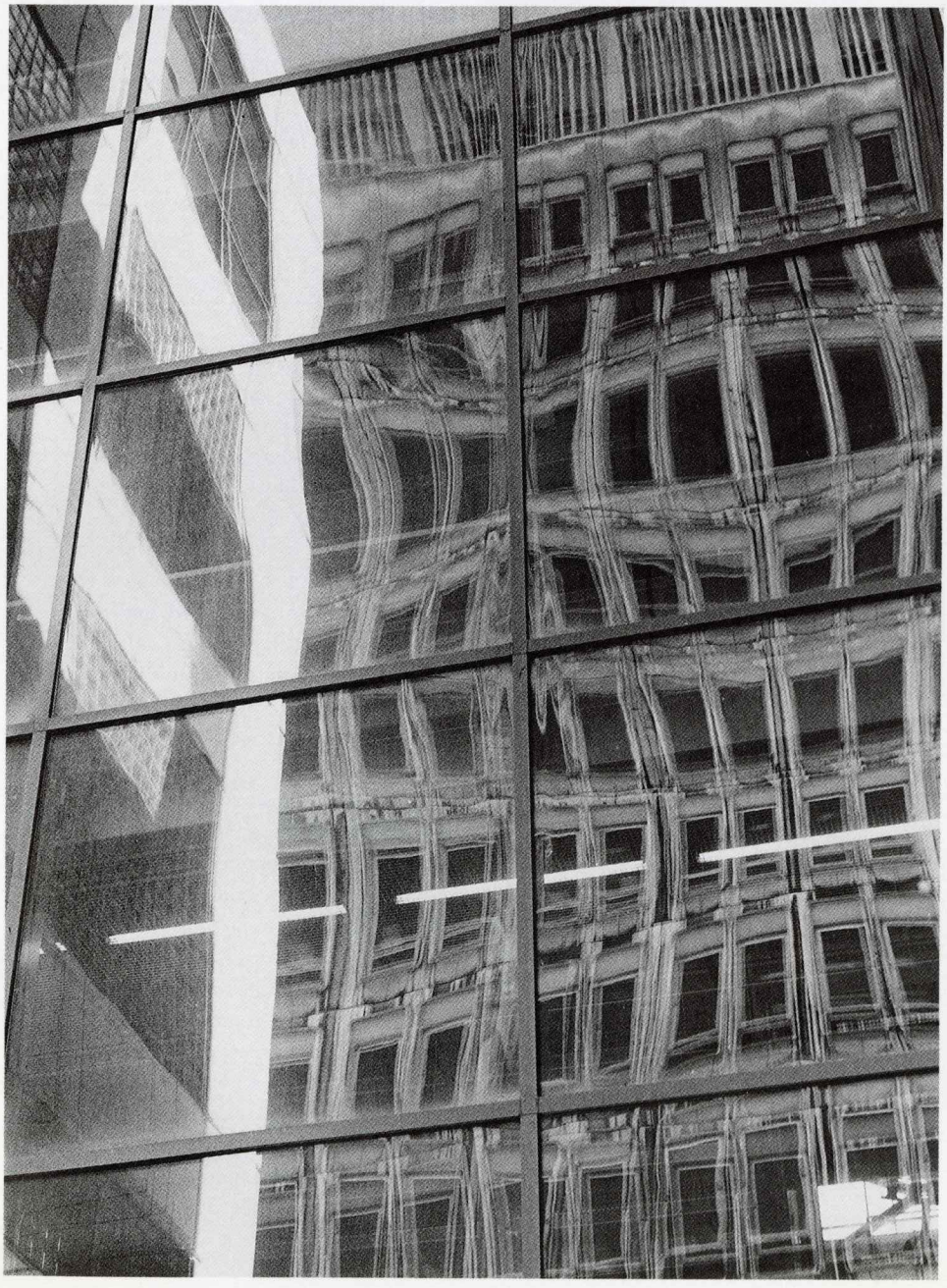
Inside front cover
Audio Visual Department

This page, pages 6, 10, 11, 12, 17, 18
Jonas Papaurelis

Pages 4, 13
Charles Bélanger

Page 9 (bottom)
Jack Markow & Co.

Page 19
Owen Egan



Contents

In Memoriam

Building the Perfect Beast 4

The Making of a Library:
Three Perspectives 6

The early Years:
Growing Pains 8

Library at Heart of University 10

Finding CLUES to newly Automated Libraries 12

Graffiti-Proof 13

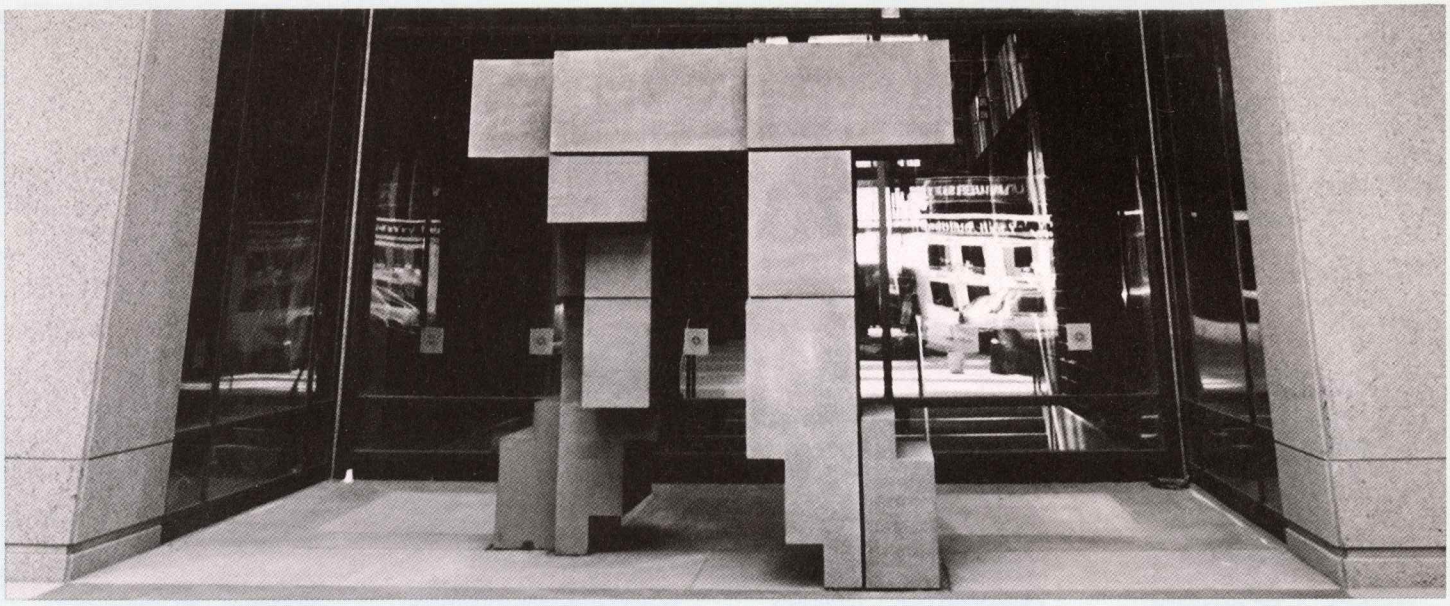
Awesome Academic:
Vartan Gregorian to Open New Library 14

History Rewritten:
Replicas of Two Ancient Manuscripts 16

One-Stop Shopping:
Student Service Centre 17

Helping Hands:
Concordia's Unsung Heroes 18

What's in a Name 19



BUILDING THE PERFECT BEAST

by Barbara Black

Concordia University is proud of its working-class origins, but there's a limit to the pride you can take in a cramped, dingy library building with only one elevator.

For many years, while other parts of the University were developing, students at the downtown Sir George Williams Campus jostled for study and research space in the rented Norris Building, a tired office building on Drummond Street, attached to the YMCA.

Now Concordians have a downtown library complex they can love — a colourful, light-drenched building which will not only provide up-to-the-minute library services and more office and study space, but a virtual indoor campus.

Concordia, whose enrolment of some 26,000 students makes it one of Canada's largest urban universities, was born in 1974 in a merger of Loyola College and the downtown Sir George Williams University. While Loyola's west-end Montréal campus is leafy and attractive, with a new concert hall and its own recently renovated library, the downtown campus is a gritty, jumbled maze of some 30 buildings, many of them rented and haphazardly adapted as needed.

The new multi-purpose J.W. McConnell Building, located opposite the University's Henry F. Hall Building on de Maisonneuve Boulevard, was 20 years in the planning. The first design won an award from *The Canadian Architect* magazine, but new government norms and a decision to retain the front section of a venerable apartment building changed the original design drastically.

INTEGRATION CHALLENGE FOR ARCHITECTS

The complex, some 435,000 square feet in area, presented a major challenge of integration. Jacques Plante, 37, the youngest member of the architectural consortium Werleman & Guy/Blouin & Associés (the other members are André Blouin, Jean-Eudes Guy and Michael Werleman), called it "one of the toughest assignments in downtown Montréal."

"We had to reconcile a very chaotic environment," Plante said. "On the one hand, you have the delicate Bishop Street constructions, including Bishop Court [the city's first apartment block, built in 1904 and protected by the Ministère des affaires culturelles]. Then we have three-storey Scottish brownstone houses, which are on a very small scale, next to which we have five-storey yellow brick buildings, all on Bishop Street. Across from those buildings we have the Royal George Apartments' glazed terracotta façade [1912, and also protected by the government].

"On de Maisonneuve Boulevard, we had to face the Hall Building, which does not have a very good design reputation. The University didn't want the new building to blend into the Hall Building, but to be different and convey a new image. Concordia is a young university, dynamic, and it wants to emphasize its presence in downtown Montréal.

"On Mackay Street, we have multi-storey concrete high-rises which are boring and banal. On the south side, we have St. James the Apostle Church and the building next to it, and a little green space. The variety of styles, scale, materials, textures, colours — you name it, we have it all."

How did they reconcile these conflicting needs? One way was to incorporate graduated height with lofty terraces, from two storeys behind the church to a gentle four storeys on the west side near Bishop Street, to six and finally 10 storeys opposite Mackay Street. Second, use exterior colour in tiles and trim liberally to pick up the hues of surrounding buildings. Third, integrate not only the façade, but a front section of the Royal George. Fourth, squeeze as much out of the structure as possible by building right to the sidewalk, and as a tradeoff, give it an exterior portico (covered walkway) and a vaulting indoor atrium.

Colour proves a talking-point

It was the use of colour that provoked shock from students, faculty and staff as the building began to take shape. To Plante, the choices were logical: dark red tiles near the base to match the Victorian houses on Bishop, with green and white trim to match that of the Royal George; flamingo-pink tiles higher up, to blend with taller, slightly older neighbours; beige, eggshell and white as the building rises, to match the tallest structures around it. But at first, some were jarred by the red and pink; perhaps they saw it as frivolous for a university.

The tiles also had a practical purpose: to colour-code the various functions of the building. This $65-million edifice is more than the R. Howard Webster Library. The main floor, called Place Concordia, houses the public space: an art gallery, a bookstore, student administrative services, a restaurant, a photocopy centre, and a 200-seat cinema for teaching, conferences and a film conservatory. Floors two, three and four are devoted to the library, and the fifth to tenth floors provide much-needed academic offices, study space and conference rooms.

Less window outside, more in

Critical Concordians squinting at the half-finished project from the street started grumbling when they saw the windows, too, because they seemed small in relation to the building's scale. But relatively little glazing was used on the outside in order to use as much as possible on the inside.

And the inside is a treat, dissolving any apprehension that the building might be dark. The skylit atrium soars eight storeys and is 24 feet wide. It is crisscrossed by walkways and flanked by broad scarlet stairways. An estimated 10,000 students a day will use this big indoor campus, not only as a thoroughfare, but for official receptions, lunch-hour shows, art displays, booths — all the elements of busy university life.

The library complex is connected to the Henry F. Hall Building, where most downtown classes are held, by an underground passageway. (Plante dreamed of a seventh-floor walkway over de Maisonneuve Boulevard, but he didn't get it.)

The building contains two underground parking levels with space for 135 cars. Eventually, the University hopes to use some of this space for recreation facilities. Concordia has been upgrading its athletics facilities in recent years, but they are largely based on its Loyola Campus in west-end Montréal, with an arena, a playing field, and room to spread out.

Ambitious artwork

The crowning glory of the J.W. McConnell Building is a multi-element, multi-site art installation, one of the most ambitious works ever undertaken by the Programme d'intégration des arts et à l'architecture, initiated in 1981 by Québec's Ministère des affaires culturelles to ensure that all new public buildings include art.

The multi-disciplinary group that created the work comprises Rose-Marie Goulet, Alain Paiement and Randy Saharuni, sociologist Guy Bellevance and sculptor-designer Bernard Denis. They chose a spiral as their symbol of progress and the mind-expanding role of learning.

A giant aluminum spiral protrudes from the inner wall of the atrium. Other pieces, as if spun off from the spiral, include a dramatic glass collage of metal words plucked from famous literary works through the ages, and a battery of inactive television monitors. Art critic Henry Lehmann, writing in the Montréal *Gazette* (July 4, 1992), called it "a risky, interesting work."

Earthquake-proof X

As distinctive as the artwork in Place Concordia are the mammoth metal anti-seismic devices developed by Concordia Adjunct Professor Avtar Pall when he was a doctoral student at the University. Friction joints, lodged between steel plates held in contact by pretensioned steel bolts, are installed at the intersections of the cross-bracing in more than 150 locations in the building.

Most of the X-shaped braces are hidden, but those in the ground-floor atrium were left exposed, painted a proud Concordia red, and will serve as a showcase for Dr. Pall's invention, which has been patented in 10 countries.

Books moved

This summer, while the busy summer academic session continued as usual, books were collected from five downtown locations, including the Norris Building, and moved, shelf by shelf, into the new building. The University chose Baillargeon Breton & Associés on the basis of their considerable book-moving experience. Sixteen thousand shelves were tagged, and their contents loaded into 16,000 cardboard boxes.

The bulk of the material formerly housed on the fourth and fifth floors of the Norris Library was handed out the window to a scissor-lift parked in the lane. The books on the sixth floor were put in boxes and dropped down plywood luges built over the escalators between the sixth and fourth floors.

Once trucked over to the new building, the books had to be carefully checked, shelf by shelf, as books which had long been kept in storage and housed in the Science and Engineering Library, were reintegrated with the main collection.

Also moved, by crane, was the dog-eared card catalogue, but only as a three-month back-up measure. It will be replaced by a computerized system.

Design for a new generation

The new complex was financed in large part by the Québec government ($40 million), but a substantial portion of the funding (approximately $12 million) came from alumni, students, faculty, staff and private subscribers, particularly the two large foundations for which the building and library are named. The underground parking facility is expected to be self-financing.

Architect Jacques Plante is confident that the library will bring the University community together in a way that wasn't possible before.

His colleague, Jean-Eudes Guy, says the colourful, energetic design is part of the movement away from stark, utilitarian public buildings. For him, the lasting value of his involvement in the project is the fact that at the building's centre is a library — a centre of activity for students.

"The potential for affecting a new generation — this isn't usually part of designing a commercial building. For me, that's a precious thing."

The Making of a Library: Three Perspectives

by Barbara Black

Frank Papineau

When it came to the actual construction of the new downtown library complex, a process that stretched over four years, Frank Papineau was Concordia's man on the front lines.

As Director of Physical Resources, Papineau was the University's day-to-day link with the contractor, workers and architects of the $65-million building. But his involvement goes back long before the contracts were signed and the sod was turned in November 1988.

Papineau remembers the land assembly of the 1970s, which put to rest the dream of a 'twin' of the then-new Henry F. Hall Building. He was involved in the development of the prize-winning first design of the early 1980s. In his recollection, it took a different approach to the design that was eventually implemented.

"It grouped functions within the library into something called home environments," Papineau said. "It had an outdoor plaza, and I think the main basis for the award [by an architecture magazine] was its integration with its surroundings."

Heritage

Over the years, however, attitudes toward altering or razing old buildings dramatically changed. When the newly awakened heritage movement got the government to reverse its approval to demolish the Royal George Apartments, new ideas bubbled up. For example, heritage activists wanted to build a horseshoe-shaped building around the entire apartment block. There were some eminent technical advisors during this period, including the late Ray Affleck and Peter Rose.

A plan was drawn up, incorporating all of the Royal George, but it was turned down by the provincial government, which had forced the preservation of the old building in the first place, Papineau said.

Back to the drawing board, and to the balanced approach that was finally accepted by all parties.

Constant change

If there's one constant in his job, Papineau said, it's change. "I started working at the University in 1976, and there hasn't been a year without requests for changes to the Hall Building," he said. "So you push and you shove. A professor gets a grant or loses it. New centres are created."

"You're living in a dynamic situation. For instance, you're going to tender and somebody gets a grant to build a theatre. So you have hard choices: include the theatre and cut back on something else, or go ahead with the tender as is. You have to be able to change your requirements two or three years down the road."

Long corridors

The 14-storey Henry F. Hall Building was the tallest university building in the Commonwealth when it opened in 1966.

"The Hall Building had long corridors to compensate for having no [outdoor] campus," said Papineau. "But as the population grew and we built offices, the corridors shrank."

The new offices had to conform to the cell-like requirements of scholars, who tend to value privacy and austerity over clubbiness and aesthetics.

"Professors always want a closed, locked, soundproofed office," Papineau said. "A faculty office near a landscaped exterior won't work. An administrator might work in an open area with secretaries, but not a professor."

Looking back, the construction of the new building went smoothly, he said. Strikes by construction workers and truckers, some oil-soaked soil which cost more than expected to dispose of, a neighbouring house that had to be reinforced a little, were all in a day's work.

Michael Di Grappa

Not many people in their 20s are entrusted with the pursestrings of a multi-million-dollar project. That is, unless you're Michael Di Grappa.

As Manager of Property Development, Di Grappa, 29, was point man, charged with the 1,001 details needed to keep the massive project on track and on budget.

He dealt with government officials, with the consortium of architects who had wrestled with the changing assignment for more than a decade, with the engineers (mechanical, electrical and structural) and with a host of specialized consultants.

Administrative antennae

Sometimes it was a case of using his administrative antennae. Although his boss, Physical Resources Director Frank Papineau, is an engineer, Di Grappa got his BA in Political Science at Concordia and went on to a Master's in Public Administration at Columbia University in New York.

Di Grappa admitted that he didn't always understand the technical side, but when he sensed the temperature rising in discussions between architects, engineers and contractors, he hastened to head off trouble before it happened.

There were unforeseen expenses, though nothing they couldn't handle. Preliminary soil samples at the site showed nothing untoward, but excavation turned up earth contaminated by old heating oil tanks from the Royal George Apartments, chemicals from a laundry, and greasy debris from a parking lot.

"Every truckload had to be analyzed and treated according to what was found in it," said Di Grappa. "It was time-consuming and expensive — more than a million dollars."

GST blues

Some challenges broke new ground. The main contracts on the building were signed before the arrival of the goods and services tax (GST) — which replaced the manufacturer's sales tax — and had to be carefully rejigged.

"It was one of the test cases in the province, because of the timing," Di Grappa said. "The hard part was going back over the contract, trying to figure how much the old tax was, because depending on the materials, it varied between nine and 13 per cent. In a contract of this size, a mistake in calculation could mean a lot of money. We would call the provincial government, ask, 'Is this how we do it?' And they would say, 'We don't know. Just go ahead, and then tell us what you're doing.'"

"This is a sacred place, a temple."

Even when the building itself was finished, the pressure didn't let up. Di Grappa had to oversee the finicky, but all-important interior details. He was responsible for the budgetary aspects of the move of library holdings, offices and services. And if you were one of those who got a glimpse of the inside of the building when it was still under construction, that was probably Di Grappa under the hard hat, leading the tour.

Louis Vagianos

Louis Vagianos defines himself as an external consultant, but it's a pallid term to apply to his role in building the library complex; guiding spirit, godfather, éminence grise come more readily to mind.

In various roles (including a stint as Acting Library Director), drawing on years of working in and thinking about libraries (primarily at Brown University in the U.S. and Dalhousie in Nova Scotia), Vagianos has nursed the project from planning to completion. Being so close to it hasn't clouded his vision. In fact, he detests what he sees as a preoccupation with bricks and mortar, frills and image.

"This is the Temple of the Mind, a House of Intellect, the Hall of Ideas to be explored and exploited," he said, sitting in his small, isolated office on the library's top floor. "It is a thinking centre. This building came into being because of the library. It is not a complex with a library in it. It is first and foremost a library/communications centre, but it's what's in books that counts: The Word. This is a sacred place, a temple."

Public place

"This building will change access to ideas and communication of faculty, students and staff; it will also change study patterns," he added. "People will be able to move in any intellectual direction they wish. And this is a public place. We shouldn't get selfish about sharing it with others. There are enough ideas in these books and auxiliary resources to go around."

Vagianos grew up in the United States in a Greek-speaking household. He was founding Executive Director of the Institute for Research on Public Policy, an influential Canadian think-tank, when he met Rector Patrick Kenniff.

He came to Canada "on a lark" in 1966, liked "its fair-mindedness," and stayed, becoming a citizen on the first day he became eligible.

Future shock

Vagianos puts his faith in the printed word, but he also embraces the future-shock of communications technology.

"This whole building is wired," he said. "Every conceivable electronic or video activity can be interconnected to the region, the nation, the world. Every scholar, by definition, works alone, whether in print or on a computer terminal, but he needs to reach out and touch colleagues from time to time. Collegiality has to do with who talks to whom, and this process has been improved with the facilities and resources of this building."

He encourages Concordians to remember their roots, and let other institutions worry about elitism and glamour.

"If Concordia was founded to help give anyone willing to try a chance, it should not sell this birthright," Vagianos said.

"Concordia was always polyglot. It allowed people to stretch. It teemed and seethed. We've produced the best and the worst. Don't give it away."

The Early Years: Growing Pains

by J.P. Petolas

Jean-Pierre Petolas was Assistant Vice-Rector, Physical Resources, when he retired in June 1986, and was actively involved in the early planning of the downtown library. He joined Sir George Williams University in 1949 as a Physics lecturer, when the department was based in the Spanish and Portuguese Synagogue on Stanley Street. In 1956, he was involved in a move of a very different scale from that recently experienced by the library staff — moving the laboratory facilities into the Norris Building on Drummond Street.

"We didn't hire movers. We just carried all our equipment across ourselves."

Now enjoying retirement in Hudson, Québec, Mr. Petolas wrote this reminiscence on his boat, while cruising along the Rideau Canal in Ottawa.

During the planning of the Henry F. Hall Building in 1962, it became evident that academic facilities would require nearly all the space available in the largest building that could be erected on the property. As far as library services were concerned, only a small Engineering and Science library on the ninth floor and a reading room on the second floor could be accommodated.

A sixth floor was added to the five-storey Norris Building in 1958, and the main downtown library was located there.

With the move of the Science laboratories from the fifth and sixth floors of the Norris to the new Hall Building in 1966, the library's size was suddenly tripled by what was seen as a temporary, makeshift expansion. Because of the weak floor-loading capacity of the Norris Building, the book stacks had to be hung from the beams, a workable, but rather odd arrangement.

Library North of the Hall

At that time, the plan was to provide a permanent library by creating a twin to the Hall Building immediately north of it, if the land could be acquired. Fraser Fulton, the Chancellor of the University at the time, embarked on a quiet, but very successful campaign to raise money for the purchase of these properties.

All the houses north of the Hall Building (up to the east/west lane behind the buildings on Sherbrooke Street) were bought, as well as a few houses on the east side of Mackay Street. The University also bought the former Boy Scouts' property on the west side of Bishop Street.

Unexpectedly, the Montréal Planning Department objected to the erection of a twin to the Hall Building in that location, claiming it would detract from the view on Sherbrooke Street.

But the library had to grow. Many small academic departments still in the Norris Building were moved to University-owned houses on Bishop and Mackay Streets which were renovated and converted for them. Most departments were very pleased with these moves, since it gave them a visible identity, instead of being hidden in a large building. When a Dean of Graduate Studies was appointed, he, too, wanted to have his office located in a house with an outdoor sign, as an easy way of obtaining valuable publicity.

By the early 1970s, the library was the most important tenant in the Norris Building, but required still more space for Technical Services and book storage.

Space Norms

All Québec universities maintain a space inventory, which is a computerized list of the number, size and capacity of all classrooms, offices, laboratories, and other units of space. Québec's Ministère de l'Enseignement supérieur et de la Science, using architectural studies conducted in the U.S., has established a series of space norms to accommodate the number of students and types of academic programmes offered.

These space norms form a basis for the funding of university space, either by construction (permanent), renovations (also permanent), or by rentals (not so permanent).

Construction and renovations are financed by issuing government bonds with a 40-year maturity period, whereby rent is paid from funds of the yearly operating budget. Universities can request additional space, using the space norms as proof of need, and depositing a capital budget submission to the government every year.

There were often difficulties in having the University's student enrollment projections accepted by the provincial government, but the University's figures proved consistently to be accurate.

Library Sharing

Québec proposed many original solutions for the library problem. Because of the proximity of the McGill University libraries, only five blocks away, Sir George Williams University was asked to share McGill's libraries. A formal agreement between the two institutions was signed to that effect, but because of the differences in academic programmes, especially at the graduate level, this apparently simple solution did not function very well.

McGill did not want to provide special books and materials for Sir George Williams programmes, and Sir George did not want part of its book budget going to another institution. Furthermore, McGill was somewhat reluctant to see 'hordes' of our students invading their libraries.

Meanwhile, rentals were approved for Technical Services and student use. As all the houses along Bishop and Mackay Streets were being used to their maximum, many growing academic departments were moved into rented quarters near the Hall Building. Technical Services and book storage, for example, moved into the Shuchat Building on what is now René-Lévesque Boulevard and Mountain Street.

Merging needs

The 1974 merger of Loyola and Sir George did not reduce the shortage of library space, since both institutions were grossly inadequate in this respect, and Concordia University requested the construction of two library buildings. Sufficient land was available on the Loyola Campus to build an extension to the Vanier Library, but downtown, more properties had to be purchased.

Concordia decided to launch a public fund campaign for the purchase of properties between Bishop and Mackay Streets — for the first time, on the south side of de Maisonneuve Boulevard. After consultation with the city's planning department, it was agreed that a large building could be erected on this land.

Only the Royal George Apartments created a special problem. It could be demolished, but the façade, which had a certain architectural and historical value, had to be preserved.

The University finally persuaded the government that the construction of a library building with additional academic facilities would be more cost-efficient in the long run than rentals, and a preliminary go-ahead was given to begin architectural designs.

By the end of the 1980s, the provincial government agreed to the construction of two library buildings. The Vanier Library extension was completed in 1990, and the magnificent downtown library complex is now in operation.

Library at Heart of University

by Barbara Black

It has taken many years of planning and consultation, but the librarians and the library support staff of Concordia's new downtown R. Howard Webster Library finally got what they wanted: a library that is at the heart of the University.

"The Library has finally become the focal point," said Irene Sendek, "and for the first time, services, collections and staff are all together."

Sendek, Acting Director of Libraries, and her colleague, Lillian Rubinlicht, Assistant Director, Planning Services, and most Library staff were involved for a decade in the sometimes torturous process of drawing up a building programme for the new Library, the raison d'être of the J.W. McConnell Building on de Maisonneuve Boulevard.

"Our priority is service to the user," said Sendek.

Logical plan

If the Norris Library in its latter years was depressing and inconvenient for staff, it was a constant irritant to many of the users. To reach the Media Centre on the fourth floor, for example, they had to take an elevator to the sixth floor and negotiate a narrow staircase back down to the fourth.

"The new Library allows us to organize our services in a logical fashion," said Rubinlicht. "The floor space is laid out so that the user can choose which direction to go in, according to which service is required. We're no longer working in a labyrinth."

Dedicated elevators

The new building has dedicated elevators, which merely means that they have different routes. One set of elevators goes to the academic offices (fifth floor, and up); one of these goes from the tunnel, stops at Place Concordia, and goes on to the first Library floor (the building's second floor). This elevator was intended primarily for use by the disabled.

Once on the Library floor, users enter the Library itself, which contains a bank of three elevators intended exclusively for travel to other Library floors (the building's third and fourth floors). It is hoped that most people heading for the Library will use the broad staircase near the Mackay Street entrance.

Services

The organization of the library's various

functions is simplicity itself. Turn left for the all-important circulation desk and inter-library loans. Turn right for the study hall, the quietest place in the whole building.

The reference section is across the passerelle on the other side of the atrium. It includes the innovative CD-ROM system, which stores vast quantities of material on compact disc, and the computer terminals which have replaced the card catalogues. Beyond them, toward the south side of the building, is a special area for government publications.

Royal George special

The Royal George section on Bishop Street, whose rooms aren't the same height as those of the new building, has been allowed to preserve its own identity. It has a tiny atrium of its own, bridged by a series of steps and lined with elegantly etched glass. The ceiling has a hint of neo-Georgian plaster embossing, and the Royal George's graceful white balustrades can be seen beyond the windows.

On all the Library floors, the Royal George is set aside for special things, such as the map room, an enclosed study room and a retreat for graduate students.

Media popular

The second Library floor houses periodicals, bound, current and on microform. Regular newspaper readers will be glad to hear that a new system is in place which will allow them to find a complete copy at any time of the day.

The Media Centre, much enlarged and enhanced, is on this floor, in the south-east corner. Sendek is anticipating an increase in popularity.

"Our experience on the Loyola Campus [where the Georges P. Vanier Library was enlarged and renovated in 1989] showed a great increase in public use. In fact, use of non-print media increased by 500 per cent after the expansion of the Vanier Library."

The building's fourth floor, the top floor of the library, is devoted to books and study areas.

Friendly staff

The mood among Library staff this summer was upbeat, as the Library was taking shape. Every day brought something new to look at and get used to.

"The staff was good-natured throughout the move. They adjusted well to the new environment," said Sendek.

These adjustments included moving the entire collection to one location. The volumes in storage and those in the Science and Engineering Library were integrated with material from the Norris. Also a new computerized catalogue is phasing out the familiar card catalogue.

Light a major asset

"This building is wonderful," Sendek said. "Especially the light. The users have study space near large windows and the atrium, benefiting from natural light."

Following the massive move, the Library now faces the challenge of fine-tuning its services and environment. It will seek input from users and conduct periodic reviews to improve and enhance the services it offers. The first six months will be a learning period, as building deficiencies are addressed, and staff and users settle in.

FINDING CLUES TO NEWLY AUTOMATED LIBRARIES

by Silvia Cademartori

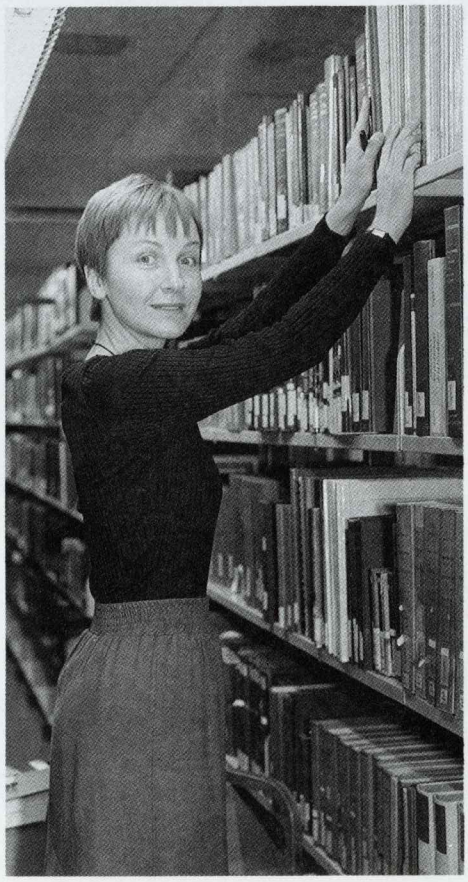
Good-bye card catalogues. Hello computers. Time-consuming and frustrating searches for books using card catalogues will be a thing of the past at Concordia when both the new R. Howard Webster Library downtown and the Georges P. Vanier Library on the Loyola Campus usher in the first phase of the new automated library information system, Concordia Library Users' Enquiry System (CLUES).

CLUES was the name chosen for Concordia's INNOPAC (Innovative Public Access Catalogue) system from entries during a contest open to all library workers.

Library users will be able to walk up to computer terminals in the Webster Library and the Vanier Library and type in the title of a book or periodical. Within seconds, the call number will appear on the screen along with its location.

"Concordia will be at the forefront of a sophisticated automated library system," said Lillian Rubinlicht, the Assistant Director of Planning Services. "The INNOPAC system is the top of the line model, which will allow us to automate the entire library system, from purchasing books to hooking up with external libraries, to tracking down research material."

One of the unique aspects of CLUES is it will provide users not only with the item selected, but also with the titles and call numbers of neighbouring books on the shelf. Books can be searched by typing either the author, title, subject, call number, numerical index, or key word.



"The key word feature is important because it allows the user to search for related material with similar titles," said Sam Kalb, Assistant Director of Technical Services.

For example, if you type the title of a book not available in the library, the computer will take the key word from the title and list what is available with similar words. Kalb said this feature saves the user at least a half hour of searching.

Concordia is one of the last major Canadian universities to implement an automated library system. It took three years of planning and market research before the University made its decision to purchase the system from Innovative Interfaces Inc. of Berkeley, California, at a total cost of $873,000. But the wait and the cost were worth it, Rubinlicht said.

"By waiting this long, we were able to profit from the development in the technology and the experiences of other university libraries," she said. "Over the next five years, we expect the system will have paid for itself. Up to now, we have functioned on a part-automated, part-manual system, which is costly and time consuming."

The first phase of the INNOPAC system is now in operation. As of now, library staff will be able to add bibliographic records directly into the computer.

Sixty-five computers will be available to library users: 29 at the Vanier Library and 36 at the new library. In addition, all library service counters and library departments will have terminals. The system will contain 460,000 bibliographic records. There is enough memory in the computer program to carry the libraries into the next century.

The second phase of the system is scheduled for operation in the summer of 1993. In that phase, information about the library's collections and the loan status of books will be consolidated with bibliographic descriptions. The computer will be able to tell you if a book has already been loaned out and when it is expected back. Card catalogues and the Serials Holdings List will be phased out by 1993, Kalb said.

The Library has big plans for the new system. In the future, library users may access CLUES from homes and offices, and network with other libraries and external data bases.

GRAFFITI-PROOF

Graffiti artists beware! Not only is the new building's perimeter fully covered by video cameras, but according to Michael Di Grappa, Director of the Physical Resources Sector's Administrative Services, a special coating which seals like plastic will be painted onto the J.W. McConnell Building's exterior. Any graffiti will wash right off.

Awesome Academic

by Barbara Black

Illustration: Courtesy of *The New Yorker*

"The New York Public Library houses many treasures, but few are as colourful, complex, enigmatic, civilized and stimulating as Vartan Gregorian, its president and chief executive officer."

That was the introductory paragraph of a profile in *The New Yorker* in April 1986. In a typically exhaustive two-part series, the magazine went on to chronicle the remarkable career and personality of a most unusual librarian.

Indeed. Vartan Gregorian, who will deliver the keynote address at the opening of the R. Howard Webster Library on Oct. 26, was not trained as a librarian. His eight years at the New York Public Library were his only experience in command of a library.

Not just any library. It comprises four research libraries and 82 circulating libraries containing about 29 million items and 88 miles of stacks of books in 3,000 languages and dialects, a system heavily dependent on raising its own revenue in a city in chronic financial crisis.

Gregorian was hired from an administrative academic post at the University of Pennsylvania and has since moved on to become the president of Brown University, in Providence, R.I. While he headed the New York Public Library, he proved to be, as one admirer called him, "a demon fundraiser," prying millions of dollars from both governments and private sources. His legendary ebullience raised morale inside the institution and polished the library's image in New York at large. He is, in the words of another fan, "a force of nature."

His own explanation is simple: "New York is full of chutzpah. I am full of chutzpah."

Blue bead for luck

Gregorian was born in 1934 in Tabriz in northwestern Iran, near the Russian border, where his Armenian forebears had lived for 2,000 years.

As a boy, Gregorian worked as a page in the Armenian library of Tabriz, where he consumed works by Shakespeare, Alexandre Dumas, Victor Hugo and other classics in translation.

He speaks of the "tremendous influence" of his grandmother, who raised him from the age of seven, when his mother died: "She had no formal education, but immensely valued it, and lived her life with consummate dignity."

At 15, at the urging of a local French official with whom he played chess, he went to 'Petit Paris' — Beirut — with only $50 in his pocket, and a blue bead sewn inside his jacket by his grandmother for good luck. At Beirut's Collège Arménien, he learned French, and kept himself going with a variety of part-time jobs and the help of older people who recognized his potential.

"People were kind, discreet, subtle in helping a young man," he told *The New Yorker*. "Someone would ask me if I would accompany him to his dinner engagement, and this would mean that I would then get a free meal. The approach would be indirect. The same with clothes. I would be provided with second-hand suits, but in a most civilized manner."

Cell at the Y

At 22, he sailed to the United States, where he experienced the classic immigrant's first impressions: a cell-like room in New York's YMCA, deafening traffic, and bewildering

signs like 'Animal Hospital.' He earned a bachelor's degree and then a PhD at Stanford University in California. His reminiscences in *The New Yorker* provide the flavour of that period.

"I was scheduled to study English literature, but ended up a history major. My thesis was on traditionalism and modernism in Islam. I studied extremely hard. I even shaved my head, to avoid social engagements. Perhaps I just wanted to save on haircuts.

"I mixed myself up in all sorts of campus activities at the same time that I was studying. I have always been extremely active. I studied geology, but it struck me as a mystical science, and I dropped it. I studied philosophy.

"There was an organization of foreign students on campus, and I became head of it. Although I spoke seven languages, I got mixed up in English from time to time. Malapropisms dropped from my lips. Once, when I was told that the top brass of Stanford were coming, I rose and announced, 'Ladies and gentlemen, the brass tacks of Stanford University.' That sort of thing, if you can stand it."

Gregorian embarked on his academic career with typical gusto, teaching as many as five courses a week in European, Middle Eastern and South Asian history. He taught at San Francisco State College, the University of Texas and then at the University of Pennsylvania in Philadelphia, where he oversaw the consolidation of several colleges, schools and departments into a new and unified Faculty of Arts and Sciences. In 1974, he became the Faculty's first dean, and in 1978, he was named provost of the university.

"I went to an Armenian-Russian school. Russian soldiers were all over the place. I remember going down to the main street to see the tanks. One of the teachers in this school was an ignorant wise man. We treated this fellow very badly. He wasn't really qualified to teach Persian history, and we teased him unmercifully — sent up a dreadful humming that must have driven him to distraction. But this ignorant wise man taught us several important lessons I have never forgotten: One [finger in the air], if you see a donkey carrying gold, it is not a golden donkey. Two [two fingers in the air], if you see a donkey carrying a diploma, it is just a donkey carrying a diploma. And, three [three fingers in the air,] if you see a donkey in Jerusalem, it is not a holy donkey. Useful information for later life."

— excerpt from *The New Yorker*

It was Louis Vagianos, who acted as consultant in the planning of Concordia's new facility, who proposed that Gregorian give the address at the official opening of the Library. The two met several years ago while Vagianos was working at Brown University.

When asked what his old friend might say at the opening, Vagianos replied: "He'll like this building; it's a people building. If he goes according to form, he'll emphasize that a library is the house where students, faculty and staff find their voices and stretch their minds. He'll say it's a great place for scholars, and a people place that exemplifies a university that cares."

History Rewritten

by Barbara Black and Silvia Cademartori

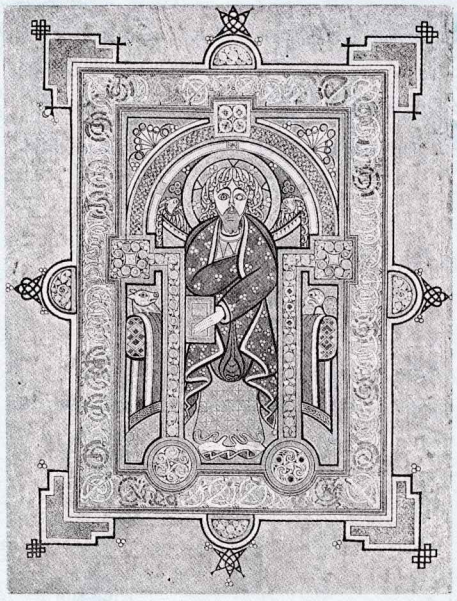
High-quality reproductions of two of Northern Europe's oldest and most famous books, Ireland's Book of Kells and England's Great Domesday Book will have a permanent home at Concordia.

The Book of Kells is a precious Celtic religious, cultural and artistic treasure. It is the four gospels of the New Testament, copied in Latin by 9th-century Irish monks. While much of Europe was languishing in the so-called Dark Ages, religion and learning were being kept alive by these people in their isolated northern monasteries.

What makes the Book of Kells special is its extraordinary art. Each of the 600 pages' initial letters is a picture, a sinuous, brilliantly-coloured design, lovingly and painstakingly rendered in distinctive Celtic style.

In the library of Trinity College, Dublin, where the original is kept under glass, a page is turned every day for the benefit of the thousands who come to see it every year.

The Book of Kells Fine Arts Facsimile Edition was purchased this summer from a Swiss publisher at a cost of approximately $18,000 (U.S.)



Loyola's Irish roots

The replica weighs more than 30 pounds. The Book and its explanatory companion volume will be kept in the Georges P. Vanier Library on the Loyola Campus.

"Irish culture and Catholicism have a long history here," explained Hugh Brodie, Assistant to the Rector. "Loyola College [now Concordia] was founded and run by Irish Catholic Jesuits. The first graduates of Loyola were Irish Catholic students. Even after the merger, a strong Irish presence is still felt."

"We have been trying to buy a copy of the limited edition for two years", said Michael Kenneally, Chairman of the Cultural Committee of the St. Patrick's Society of Montréal. (The committee is donating one third of the cost of the Book).

"It's a tangible object of cultural pride and a reminder of Irish history and art. We hope that the Book of Kells will form the nucleus of a substantial Irish book collection at Concordia."

The purchase of the Book coincides with the development of the Irish Studies programme at Concordia.

"The Book has artistic, as well as academic virtues," said Kenneally. "It's an important aspect of not only Irish studies, but religious studies as well."

Found in Kells

The Book probably dates back from A.D. 800. The first record of its existence was in 1006, when it was stolen from a church in Kells, Ireland. It's been called the Book of Kells since that time. Concordia already has a number of editions of the Book of Kells on its library shelves, but this replica stands alone, Brodie said.

"We are the only university in Canada with a copy of this edition. No detail has been overlooked. It's as close to the real thing as you get. All the pages are reproduced in their actual condition, which means irregular-sized pages, worm holes, and stitching to unite torn pages."

The purchase of the Book puts Concordia's libraries in an international arena, said Chairman of Friends of Concordia University Libraries, David Lank.

"It adds lustre to the libraries' reputation, and demonstrates Concordia's seriousness in establishing a fine books collection. It will also likely encourage future donations."

English treasure

A replica of an English treasure has also been bought. The Great Domesday Book was actually a census, undertaken by William the Conqueror of his newly acquired possession, England. The Norman invader commanded the survey of all his new lands and buildings not long after the Conquest, in 1066. It turned out to be so well-executed that it has provided the basis for valuable historical and archeological research over many centuries.

King William gave this massive work a more prosaic name, but to the pessimistic Anglo-Saxon natives, it was labelled the "doomsday book," after the last day of judgement, when all accounts will be totted up.

The replica runs to 31 volumes, bound in hand-made paper and buckram. Each volume, measuring a hefty 409 mm by 280 mm, deals with a county, and although not every county of England is represented in the work (London itself doesn't appear, for instance), it will provide a fascinating glimpse into the world of nearly a millennium ago.

One-Stop Shopping: Student Service Centre

by Denise Roig Tarr

Front and centre. That's how Bruce Smart, Registrar and Director of Student Administrative Services, describes the presence of the Birks Student Service Centre in the new library complex.

"After years as something of a backroom function, we're finally in a place students can access easily," Smart said.

The "we" refers not only to Registrar's Services, but to Admissions, and a unit in the Student Life area, Financial Aid and Awards. Student Accounts will follow suit next year.

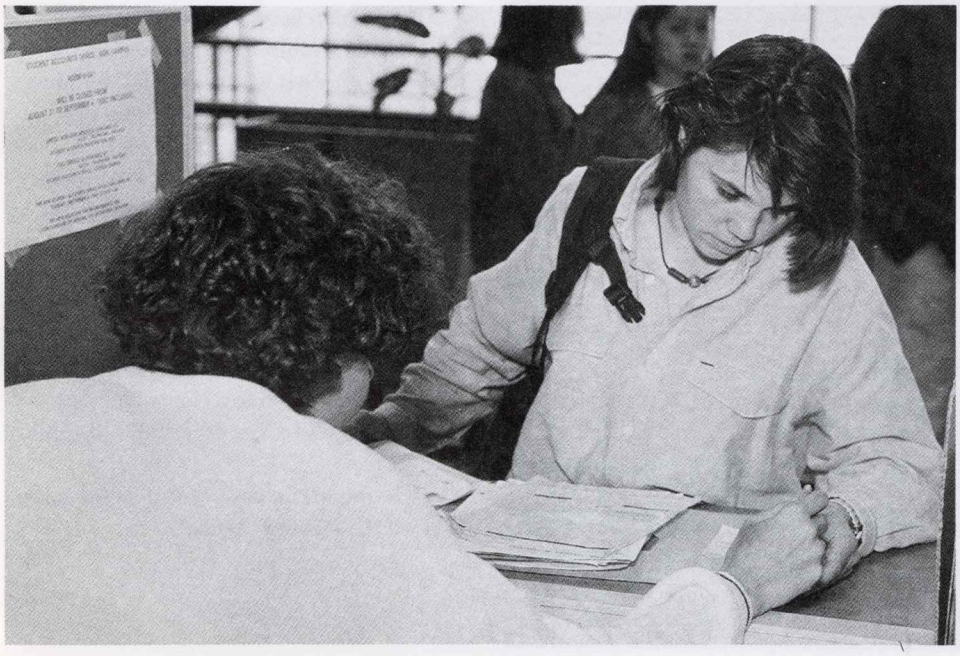
Located on the ground floor, next to the de Maisonneuve Boulevard entrance, the formerly separate offices will now be housed under one roof.

The integration is more than physical; it's philosophical.

"We want the new centre to be open and accessible, to offer all services in just one place," said Smart. "We call it one-stop shopping. What we hope is that students will no longer have to play run-around-the-campus."

The one-stop shopping concept isn't a new one in business. Banks have been using it successfully in recent years, with one banking representative handling deposits, loans and investments. However, it's a relatively new idea in a university setting.

Just sharing a roof won't make it work, Smart added. Training has already begun for the 90 permanent and 40 part-time employees, as the separate functions seek a common approach to serving students.



There are plans to integrate a multi-access computer system for all staff to use. Even the University Calendar is being re-written in clearer language, and a new, streamlined Admissions brochure is also in the works.

"It hasn't been easy," admitted Smart.

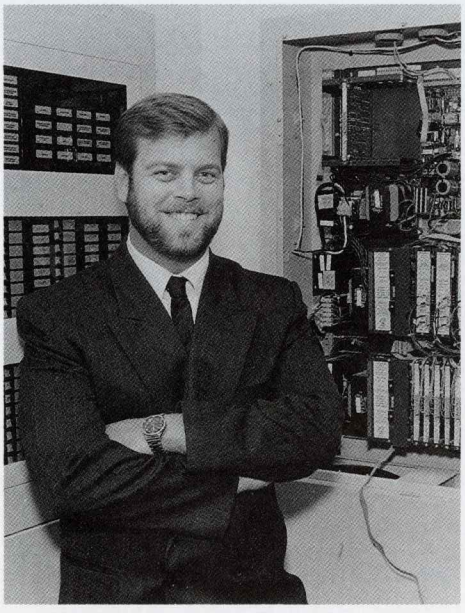
For example, Student Accounts staff has raised concerns about security. But having staff working behind bullet-proof glass went against the notion of accessibility. The solution: Student Accounts will have only small amounts of cash on hand when they move in next year.

"We'll be relying more on credit cards," Smart said.

And more on the human approach. "It's not just about functioning any more. We really want to be student-oriented. That's our main goal now."

Helping Hands

by Phil Moscovitch



Michel Bujold
Director of Security

Chances are you've never heard of Gerry Barrette, Lise Tavares, or André Legault. They work, respectively, in Distribution, Information Services, and Mail Services.

And if they were to stop working, the business of the University would grind to a halt — fast.

Barrette, Tavares and Legault are among the hundreds of unsung workers scattered through a variety of University departments without whom opening and running the J.W. McConnell Building would be impossible.

If Information Services were to shut down for a week, Concordia would have a lot of confused people. From their centrally located booth in the Henry F. Hall Building lobby, the five staff members field a variety of questions about the University.

According to Lise Tavares, Manager of Information Services, one of the more popular questions has been: "When will the new building open?"

Thanks to the construction and opening of the new library complex, Information Services was busier than usual over the summer. They issued thousands of access passes to workers and to anyone else who had to be in the building while it was under construction. They also helped organize guided tours of the site.

Although the new building will affect many aspects of life at Concordia, Tavares said it will be business as usual at Information Services.

"We direct people to the right places, that won't change," Tavares said. "But instead of sending them all the way over to the Norris Building, we can just point across the street."

Sent into the cold

Tavares is happy to have Registrar's Services close by.

"We used to feel pretty awful sometimes, in the middle of winter, telling people they were going to have to walk four blocks to get a transcript," she said.

Getting across the street will be easy — rain, snow or shine. There's a tunnel which connects the Hall and McConnell Buildings. And while they are in the tunnel, Concordia's Security Service will be watching over them.

"There's a camera in the tunnel, and we hope there will be a high volume of traffic," said Michel Bujold, the University's Director of Security. As an extra safety precaution, the Security desks in both buildings are close to the tunnel's entrances.

Bujold heads a staff of 80 guards, 50 of whom are at the Sir George Williams Campus. He is also responsible for overseeing the security arrangements at the new library complex.

Security's nerve centre in the McConnell Building is a spacious first-floor booth housing video monitors and an advanced, computer-controlled security system. While guards watch the video screens for signs of trouble in and around the building, the control system keeps tabs on the building's inner workings.

"We are the eyes and ears of the building," said one security officer. "We can keep an eye on the building, and the system will keep an eye on its distant parts, like the ventilation system."

Using high-tech sensors spread throughout the building, the system can alert the guards on duty to break-ins, fires, and other dangerous situations. It can also take appropriate action from their positions, like turning on sprinklers and throwing open exit doors.

Bujold noted that the proximity of the new library building to the security office will "improve the level of service we give to the community."

Unlike the most visible security force, Mail Services is tucked away at the back of the Hall Building lobby and acts as the University's postal service. All pieces of incoming, outgoing and internal mail pass through the hands of at least a few of the eight people who work there.

André Legault, a Mail Services employee, said the McConnell Building will add to the unit's workload, as some departments have moved there from Loyola.

Distribution Services does a lot more than move furniture. The staff works the loading dock deep within the Hall Building, receiving and delivering everything the University buys.

Gerry Barrette has been working there for 13 years, and this is one of his busiest summers in recent memory.

"This is one heck of a time," he said. "Not only is September the busiest time of the year, this year there's a massive new building to stock. To me, that building across the street is like a Norris Building, a VA Building and a few others all rolled into one."

"One thing's for sure, it'll get a lot easier once all the moving's done."

What's in a Name

Five Prominent Montréal Families Contribute to University

By Ken Whittingham, with additional reporting by Ray Beauchemin and Barbara Black

Five families are closely associated with Concordia University's new downtown library complex. Each family represents a particular heritage. Each has contributed generously to the project, and each has been recognized by having either the name of the building, the library, the cinema, the art gallery, or the student service centre named after it.

The J.W. McConnell Building

The J.W. McConnell Family Foundation is the largest charitable foundation in Canada. Named after philanthropist and business leader John W. McConnell (1877-1963), the foundation has supported essential community institutions in Montréal and across Canada engaged in medical research, social causes, the arts and education. The McConnell Fellowships, for example, are a long-established and important part of Concordia University's Graduate Awards Programme.

The R. Howard Webster Library

The RHW Foundation has long been recognized for its generosity to universities, hospitals, schools, and charitable endeavours — particularly in Montréal. The foundation's founder R. Howard Webster (1910-1990) was the son of the late Senator Lorne Webster. He was probably best-known to the general public for his ownership role in *The Globe and Mail* newspaper and the Toronto Blue Jays baseball franchise.

The Leonard & Bina Ellen Art Gallery

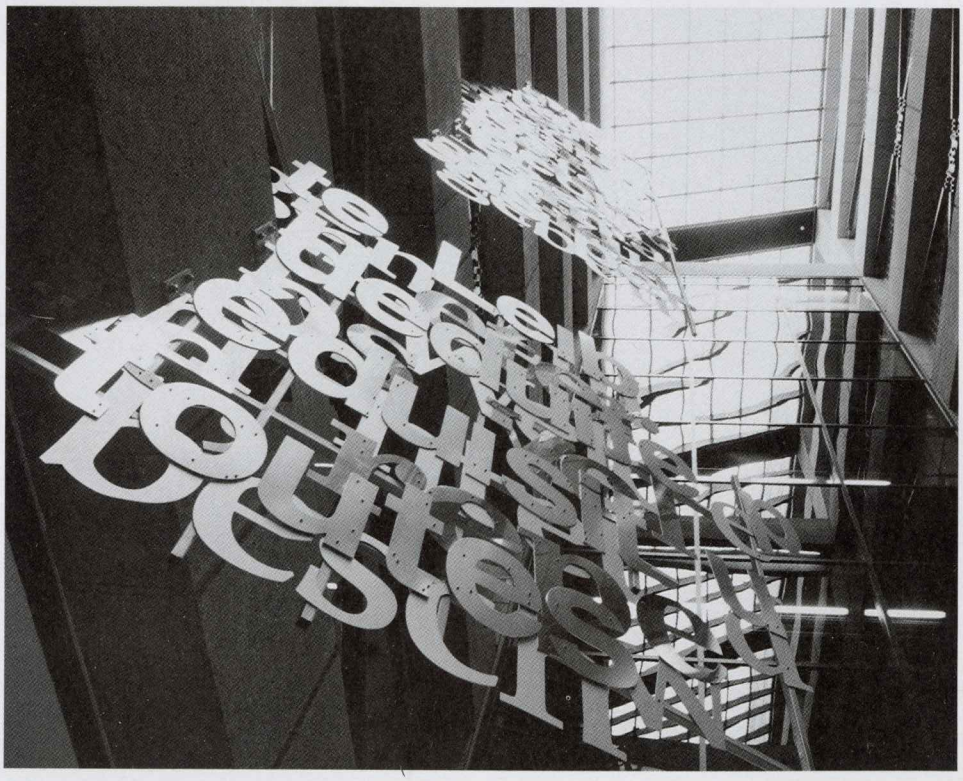
Leonard and Bina Ellen and their family have a long and lively interest in the visual arts. In 1990 they were instrumental in launching an endowment fund to acquire works for the then-named Concordia University Art Gallery, which holds one of the finest university-owned collections of Canadian contemporary art. A leading philanthropist and business leader in the financial services industry, Leonard Ellen is a member of Concordia University's Board of Governors and has served as Chair of the Board's Advancement Committee for many years. He is also a Charter Member of the Rector's Circle at Concordia and a 1991 recipient of the Award of Distinction, which is presented annually by Concordia University's Faculty of Commerce and Administration.

The J.A. DeSève Cinema

Named after Joseph Alexandre DeSève (1896-1968), the Succession J.A. DeSève was established in 1967. In the years since, the philanthropic organization has contributed to hospitals, universities, arts and cultural groups, social services, Catholic charities, youth camps and services for the disabled. A film and television pioneer, Joseph Alexandre DeSève was President of Télé-Métropole, which opened Montréal's CFTM Channel 10 TV station in 1961.

The Birks Student Service Centre

The Birks Family Foundation was established in 1961. Its interests include the arts, culture, education, health and social services. A silversmith by trade, the foundation's namesake, Henry Birks (1840-1928), went on to build Canada's leading retail jewelry business. Since its founding in 1879, five generations of Birks family members have been involved in the firm.



This souvenir magazine is published
by the Concordia University
Public Relations Department.
For additional copies, please write:
c/o 1455 de Maisonneuve Boulevard West,
Montréal, Québec H3G 1M8.
Or call (514) 848-4880
FAX: (514) 848-2814

© 1992

Editor
Donna Varrica

Contributors
Ray Beauchemin
Barbara Black
Silvia Cademartori
Phil Moscovitch
Denise Roig Tarr

Copy Editor
Michael Orsini

Design
Debi De Santis
Concordia University
Marketing Communications Department

Special thanks to Elizabeth Morey,
Director, Special Projects,
and Heather Patenaude,
Public Relations.

"Libraries keep the records on behalf of all humanity.

We contain the unique and the absurd, the wise and fragments

of stupidity. We mirror the world, in all its folly and wisdom.

We serve the masses and the individual.

A library must never be indifferent to the individual..."

— Vartan Gregorian in *The New Yorker*